



# WASHINGTON STATE PATROL

## QUARTERLY REPORT FOR AGENCY BUREAUS

APRIL – JUNE 2005

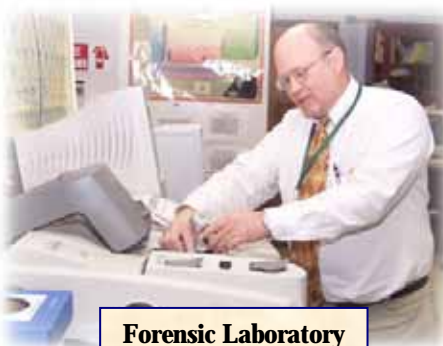


**Management Services  
Bureau**

**Technical Services  
Bureau**



**Investigative Services  
Bureau**



**Forensic Laboratory  
Services Bureau**



**Field Operations  
Bureau**



**Fire Protection  
Bureau**

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## Message from the Chief

I am very pleased to present you with the Washington State Patrol's Quarterly Report for the second quarter of 2005. This report features some of the accomplishments of each of our six agency bureaus: *Management Services, Technical Services, Field Operations, Forensic Laboratory Services, Fire Protection, and Investigative Services.*

I have now had the opportunity to lead the WSP for six months. Each day, I find myself so impressed with the quality of the staff and the dedication and loyalty to the mission that each and every employee holds. I am so proud of every employee who has contributed to the success of our organization, greatly affecting the quality of life for our friends, families, and children.

The public feedback we receive daily continually underscores and echoes the fact that the WSP should strictly enforce those laws that protect their loved ones. Our enhanced mission, which continues to focus on seat belts, DUI, aggressive driving, and speeding, now also has broadened to include other areas of traffic law enforcement as well as criminal interdiction, collision investigation, and roadside assistance. What is important is saving lives, reducing collisions, and removing criminals from our roadways. I am excited that employees and citizens all over the state have embraced and supported this enhanced philosophy.

Teamwork is key to a successful organization and I am proud to be a part of a winning and dynamic team. This team goes beyond the uniform to include scientists, firefighters, support staff, communications workers, technicians, tower crews, and hundreds of others behind the scenes to support the agency. Here is an example of a citizen letter we recently received that illustrates the team concept:

*This evening I was traveling across I-90 eastbound when a large loose plastic bed-liner from a pickup truck appeared in front of me, being blown about by the wind & automobile traffic. Since I was on a motorcycle I immediately zeroed in to avoid this item until I safely passed. I then immediately exited on Mercer Island and called 911. The WSP operator who answered relayed that the item had been reported and there was an officer dispatched to handle the loose object.*

*It is this kind of dedication to public safety threat oft goes unnoticed & needs commendation. Thank you for all you do for this community.*

I invite you to read about the achievements in all of our bureaus in this report, and I encourage you to direct your comments and questions to me at [questions@wsp.wa.gov](mailto:questions@wsp.wa.gov). I look forward to your comments.

Sincerely,

A handwritten signature in black ink that reads "John R. Batiste".

CHIEF JOHN R. BATISTE

### On the cover:

**Forensic Laboratory Services Bureau:** Lab Manager Erik R. Neilson, Marysville Crime Laboratory; **Field Operations Bureau:** Trooper Shane M. Nelson, Kennewick; **Technical Services Bureau:** John E. Campbell, Supply Officer 1, Electronic Services Division; **Investigative Services Bureau:** Sergeant Patty A. Lankford, Evidence and Records Division; **Fire Protection Bureau:** Tracy A. Caldwell, Plant Mechanic, Fire Training Academy; **Management Services Bureau:** David O. Warner, Property Management Division.

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The ***Forensic Laboratory Services Bureau (FLSB)***

provides a wide range of forensic science expertise to city, county, and state law enforcement officers, assisting agencies at crime scenes, preparing evidence for trials, and providing expert testimony. The bureau coordinates the efforts of the State's Breath Alcohol Test Program, Drug Evaluation and Classification (DEC) Program, six Crime Laboratories, the Latent Print Laboratory, and the State Toxicology Laboratory.

**Dr. Barry K. Logan**  
**Bureau Director**  
**Forensic Laboratory Services**

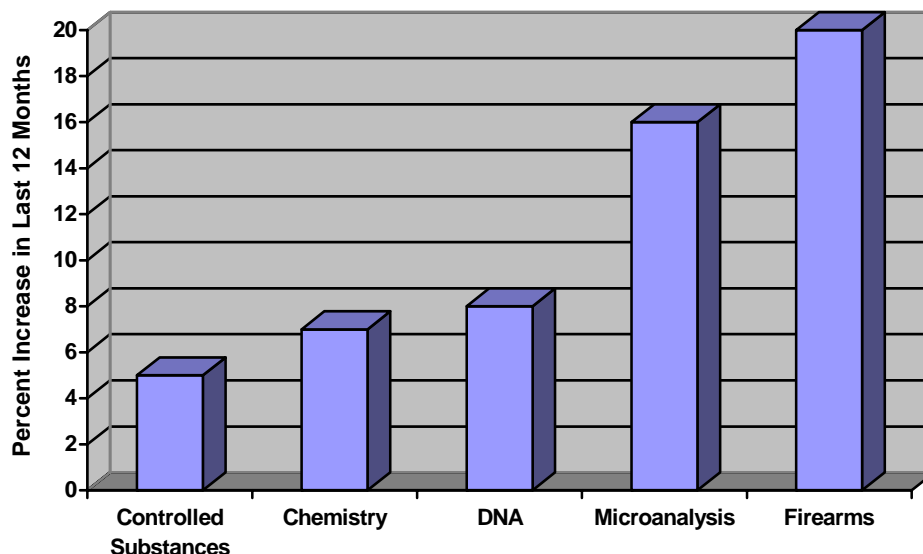
## Program Description

### IMPROVEMENTS ON THE WAY WITH OPENING OF NEW SPOKANE CRIME LAB

One of the strategic goals of the Forensic Laboratory Services Bureau is to improve the delivery of forensic services to the criminal justice agencies in Eastern Washington. In reaching this goal, the bureau faces enormous challenges brought about by rising caseloads, staff shortages, and lack of proper laboratory facilities.

**Rising Caseloads:** In the last 12 months, the Spokane Crime Laboratory has experienced a dramatic increase in the submission of evidence compared to the previous 12-month period. These cases consist primarily of crimes against persons and crimes involving drugs. Evidence in these cases is submitted for analysis in one or more of the following forensic disciplines: controlled substance analysis, chemical analysis (arson and explosives), DNA, microanalysis, and firearms. The chart below demonstrates this increase:

## Qualitative or Quantitative Measurement



**Staff Shortages:** The staff of the Spokane Crime Laboratory has remained static over the past several years and has not kept pace with the rising workload. To develop a solution, the bureau turned to several of its powerful stakeholders, the Governor and Legislature of the state of Washington, and the National Institute of Justice.

The Governor and the 2005 Legislature recognized the importance of the work performed by the bureau and approved funding for the addition of staff in Spokane and elsewhere in the bureau. During the 2005–2007 Biennium, the bureau will add one DNA scientist, one microanalysis scientist, one firearms scientist, and one firearms supervisor. The bureau will also add one administrative staff to assist with the flow of information and evidence.

The National Institute of Justice approved funding for adding nine temporary project employees to assist with backlog reduction and capacity enhancement. These positions targeted controlled substances and DNA. Four of the project positions were added to the Spokane Crime Laboratory to help with DNA and the flow of evidence.

**Laboratory Facilities:** The real key to being able to add staff in Eastern Washington hinged upon a partnership forged between the Eastern Washington University and the Washington State Patrol. Through this partnership, land on the EWU campus was obtained upon which could be built a new modern crime laboratory facility. Once again, the Governor and the Washington Legislature supported the bureau's efforts and appropriations were made so that a new crime laboratory could be designed and built.

The fruit of this labor was seen recently when the Spokane Crime Laboratory hosted its grand opening ceremony on the EWU campus on

June 28, 2005. Honored guests included the Honorable Governor Christine Gregoire, EWU Provost Dr. Ron Dalla, WSP Chief John Batiste, and FLSB Director Dr. Barry Logan.







**The *Office of the State Fire Marshal, Fire Protection Bureau (FPB)***

**, provides services to fire districts, government agencies, members of the media, and the general public. These services include fire investigations; fire incident reporting and data collection; fire code review and adoption; construction plan review for fire sprinkler and alarm systems; and fire inspections of high-risk occupancies housing elderly and vulnerable populations. In addition, the bureau**

**regulates the fireworks and sprinkler industry through a licensing program. The State Fire Training Academy provides training to the state's fire departments and districts. The Fire Protection Bureau also provides coordination of Washington State fire service resources for mobilization during natural or human-caused disasters. Terrorism and hazardous materials training, fire and life safety prevention education, and public information services are also responsibilities of the Fire Protection Bureau.**

**Samuel P. Pierre  
State Fire Marshal  
Fire Protection**

## **Program Description**

### **NATIONAL FIRE INCIDENT REPORTING SYSTEM (NFIRS)**

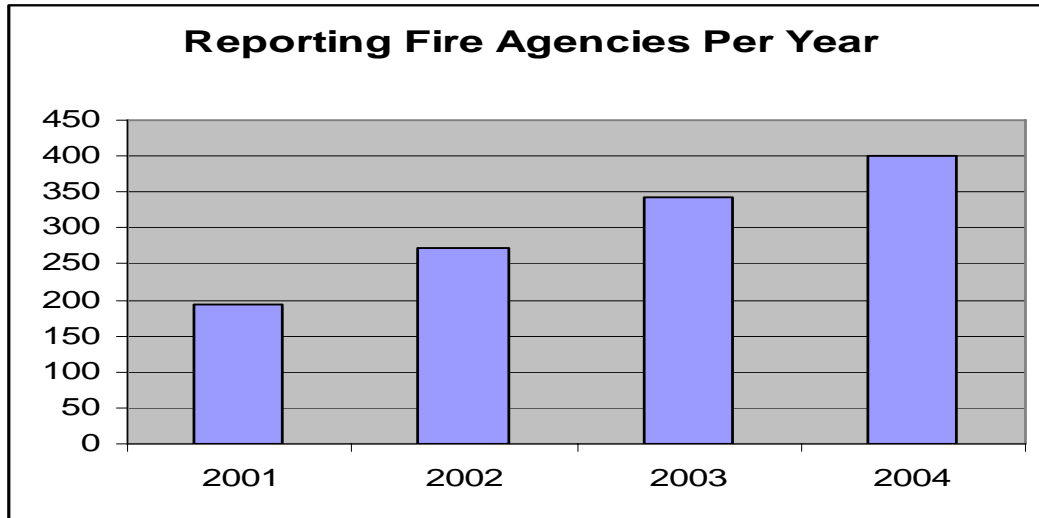
NFIRS is the nationally recognized standard for documenting fire-related incidents. Specific information about fires and other types of incidents is documented in a uniform method by fire jurisdictions throughout our state. The fire jurisdiction forwards the data in the prescribed format to the Office of the State Fire Marshal, where it is imported into the state and national database. Validation against the standard is conducted on each incident and feedback is provided back to the jurisdiction.

In 2004, 401 fire agencies submitted data to the Office of the State Fire Marshal, a 17% increase over 2003. Fire agencies submitted more than 447,000 incidents, of which 25,421 were reported as fires accounting for more than \$130 million in loss.

### **Qualitative or Quantitative Measurement**

Increasing participation has been a critical measure to the success of the NFIRS program. It is through the commitment of fire jurisdictions that 76% participation has been achieved.

Included in the 74% are Seattle, Tacoma, Spokane, and Vancouver.



### **Significant Accomplishments**

Participation continues to increase annually as fire agencies recognize the importance of data collection. Requests for training are being received from fire agencies of all sizes—from rural departments to metropolitan areas.

The Washington State Patrol's Office of the State Fire Marshal hosted four training sessions provided by the United States Fire Administration on detailed data analysis utilizing NFIRS data. The training was provided to local jurisdictions throughout the state, including Seattle, Renton, Kent, Federal Way, and other key data partners. Each training session was able to accommodate 12-15 students.



The ***Investigative Services Bureau (ISB)***

consists of five divisions that provide various public safety services, including the investigation of computer crimes; missing children; narcotics; dismantling of clandestine labs; performing high-risk warrant service; gathering of criminal intelligence; aviation; executive protection; ferry security; identity theft; campus security; and fatality and criminal investigations.

**David J. Karnitz**  
**Assistant Chief**  
**Investigative Services**

## **Program Description**

The Washington State Ferry (WSF) system operates the largest ferry system in the country, which carries over 24 million people and 11 million vehicles each year. Ferries make approximately 500 sailings every day throughout the Puget Sound region, from 20 terminals, using about 20 vessels. In comparison, Seattle-Tacoma International Airport handles 27 million passengers every year.

As a result of the September 11, 2001, terrorist attacks on the United States, the United States Coast Guard (USCG) required an increased security presence and insisted on specific performance measures related to vehicle screenings. In order to meet the minimum required screenings, WSP leadership formed the Vessel and Terminal Security (VATS) Division, which consists of more than 70 troopers, sergeants, and cadet FTEs responsible for system-wide WSF security. The centralized management team has allowed the WSP to manage current WSF security challenges while simultaneously planning for emerging Homeland Security threats. Due to the sensitive nature of this work, VATS has created one of the largest K-9 explosives detection teams in the United States.

## **Qualitative or Quantitative Measurement**

The VATS management team created employee, WSF, and ridership surveys in order to learn more about VATS successes, problems, and challenges. WSF employees submitted 43 surveys. Forty-nine percent of respondents reported their tenure with the WSF was 20+ years. Some of the more notable highlights include:

- 98% of the respondents felt the WSP troopers are visible to the public
- 72% indicated the police presence is adequate at their terminal
- 60% said the police presence is adequate aboard the vessels
- 86% identified traffic enforcement as being adequate around the terminal
- 54% feel safe around the terminals and 60% feel safe aboard the vessels
- 58% rated the professionalism of WSP troopers as high



The WSF citizen survey assessed the views of a large cross-section of WSF customers related to the enforcement, professionalism, and effectiveness of WSP troopers patrolling the ferry docks and aboard vessels. Citizens submitted 809 surveys as of June 27, 2005. Some of the more notable highlights include:

- 60% of respondents were male, 37% female, and 3% declined to respond.
- 58% identified their trip purpose to be business, while 26% identified their trip as leisure.
- There were 65% of respondents who used a passenger car as their mode of travel, while 28% were walk-on ferry passengers.

WSP troopers were viewed as extremely professional, courteous, neat in appearance, and responsive to customers' needs. The presence of a K-9 with the trooper is very much appreciated. Respondents feel safer aboard the vessels and at the terminals with the presence of WSP troopers.

## **Significant Accomplishments**

On July 7, 2005, several mass transit bombings occurred in London, which prompted the Department of Homeland Security to raise the threat level from yellow to orange for all mass transit systems in the United States. In response, the USCG heightened the maritime security (MARSEC) requirements affecting WSF system security.

The WSP and the VATS Division, in partnership with the WSF and USCG, planned enhanced maritime security measures in order to maintain the safety of the WSF ridership, facilities, and vessels. As a result, the WSP began to immediately shift personnel allocations in order to facilitate this increased level of WSF security.

In the short term, WSP personnel reassigned to VATS operations were drawn from the four primary VATS regions, in the following order of priority: Field Operations Bureau (FOB) districts in Tacoma, Bremerton, Marysville, and Seattle. In addition, the WSP accelerated its planned interagency canine requests in order to help meet the additional vehicle screens required by the USCG mandate.

On July 21, 2005, several mass transit bombings were attempted in London. These events prompted greater Department of Homeland Security and WSF Security Committee concern that a passenger-borne explosive device could be carried into a WSF terminal or aboard a WSF vessel. In response, the WSP enhanced trooper and K-9 team presence around WSF terminals and aboard WSF vessels in order to offer greater public safety in WSF public areas. As a result of good partnerships and reallocation of resources, our ferry system remained operational and our passengers safe.

## **Future Challenges**

Additional officers have been requested to sustain a dedicated Vessel and Security program to fully respond to the heightened WSF security needs. These officers were requested to:

- Meet increased USCG vehicle explosive detection screening requirements.
- Provide increased security and visual inspections at terminals and on vessels.
- Train K-9 officer teams and administer the agency's rapidly growing canine program.
- Manage the newly created Vessel and Terminal Security Division to ensure better coordination of increasing commissioned staff and proper communication and information-sharing among the WSP, WSF, USCG, and other agencies.
- Provide increased inspections of commercial vehicles entering the ferries.

The VATS operational, emergency, partnership, and strategic plans seek to protect the WSF system using a comprehensive law enforcement strategy. The latter outlines three critical goals:

- Protect the WSF vessels, terminals, and riders from disruptive, criminal, and terrorist acts.
- Enhance the WSP's response capabilities to WSF emergencies.
- Develop the relationships necessary to facilitate the Vessel and Terminal Security Division mission.

The contemporary age of international terrorism and renewed emphasis on homeland security necessitate the pursuit of these comprehensive strategic goals, partner alliances, and creative problem solving in order to protect North America's largest ferry fleet.



### The *Technical Services Bureau (TSB)* provides

many diverse services to the entire department, other law enforcement and government agencies, and members of the general public.

The services include information technology, employee training and development, electronic and microwave system services, emergency communications, and criminal history.

**Glenn M. Cramer**  
**Assistant Chief**  
**Technical Services**

## Program Description

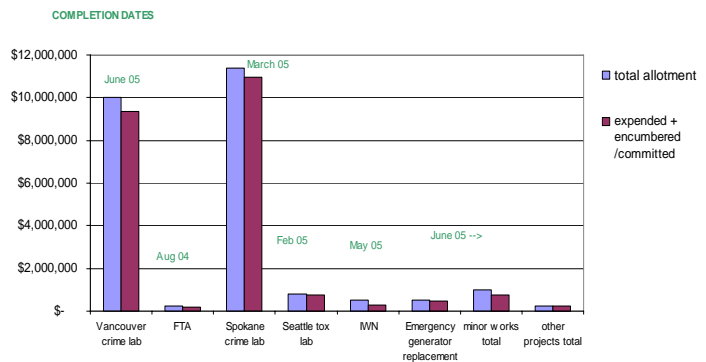
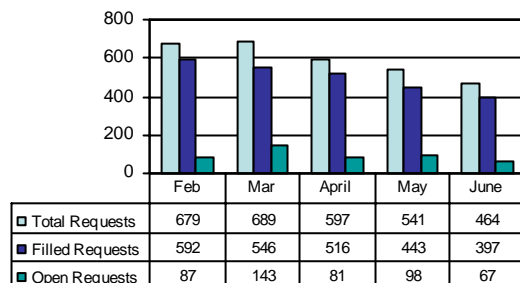
TSB recently added the Property Management Division to its bureau. The division predominately leads capital projects, facilities management, fleet services, purchasing, and logistics support to our customers and stakeholders. The division, like the other divisions within TSB, stresses the need to provide these services in a timely and efficient manner.

Part of the assessment of the timely and efficient delivery of service is shown by the Supply Section's requests processed per month. For the second quarter of 2005, the division averaged 534 requests per month. The 84.5% represents the completion of requests within 28 days. Completing 84.5% of the requests within 28 days includes the required research for special order items during one of the busiest periods of the year (the close of the biennium).

## Qualitative or Quantitative Measurement

Another portion of the timely and efficient delivery of service is represented by the division's work on capital projects for the 2003-05 Biennium. The WSP had eight significant capital projects to deliver in the 2003-05 Biennium. Each of the projects was completed on time and under budget. Two of the projects were the Vancouver and Eastern Washington Crime Labs worth over \$21 million.

Supply Request processing





The ***Field Operations Bureau (FOB)*** is primarily responsible for traffic law enforcement, collision investigation, and motorist assists on 17,524 miles of state and interstate highways. The bureau is comprised of eight districts and the Commercial Vehicle Division (CVD). For this period, there were approximately 661 traffic officers assigned to FOB and CVD.

**Brian A. Ursino**  
**Assistant Chief**  
**Field Operations**

## Program Description

The recent agency reorganization moved the Commercial Vehicle Division (CVD) under FOB. The FOB and CVD missions are more congruent, and this reorganization will improve internal communications and working relationships between FOB and CVD personnel and help gain efficiencies in fulfilling our responsibility to ensure the safe travel of commercial vehicles on our state highways as well as protecting the infrastructure of our roadways.

## Qualitative or Quantitative Measurement

The table below reflects the results of our efforts in the second quarter of 2005 compared to the second quarter of 2004:

	2nd Quarter 2004	2nd Quarter 2005	Difference	Percent Change
<b>DUI</b>	5,754	5,033	(721)	-12.5%
<b>Aggressive Driving</b>	12,777	13,616	839	6.6%
<b>Speed Arrests</b>	66,416	58,245	(8,171)	-12.3%
<b>Speed Contacts</b>	149,489	130,472	(19,017)	-12.7%
<b>Occupant Protection (Arrests)</b>	18,874	17,065	(1,809)	-9.6%
<b>Occupant Protection (Contacts)</b>	25,755	22,969	(2,786)	-10.8%
<b>Total Violator Contacts</b>	331,313	295,738	(35,575)	-10.7%

The desired outcome of our enforcement efforts is to improve public safety. Seat belt compliance in Washington remains at 95% statewide, while seat belt compliance is 97% or higher on roadways patrolled by the WSP. Aggressive driving contacts increased by 6.6% (839 contacts) during the second quarter of 2005 compared to the same period in 2004.

Collisions in the second quarter of 2005 compared to the second quarter of 2004 increased slightly in all areas while fatality collisions were reduced by 10.8%.

	2nd Quarter 2004	2nd Quarter 2005	Difference	Percent Change
<b>Total Reportable Collisions</b>	6,788	7,627	839	12.4%
<b>Fatal Collisions</b>	65	58	(7)	-10.8%
<b>Injury Collisions</b>	6,788	7,627	259	11.3%
<b>Property Damage</b>	4,432	5,019	587	13.2%

Commercial Vehicle Division	2nd Quarter 2004	2nd Quarter 2005	Difference	Percent Change
<b>INSPECTIONS</b>	36,346	34,089	-2,257	-6.2%
Aggressive Driving – Commercial Vehicle	263	150	-113	-43.0%
Aggressive Driving – Cars	1,148	1,197	49	4.3%
<b>Aggressive Driving – Total</b>	1,411	1,347	-64	-4.5%
Seat Belt Violations – Commercial Vehicle	1,580	1,265	-315	-19.9%
Seat Belt Violation – Cars	277	531	254	91.7%
<b>Seat Belt Violations – Total</b>	1,857	1,796	-61	-3.3%

## Significant Accomplishments

FOB is actively involved in many areas designed to protect the citizens who travel throughout Washington State. Here are some of our second quarter 2005 significant accomplishments:

- The Commercial Vehicle Division (CVD) was moved from the Investigative Services Bureau to the Field Operations Bureau. This is a much better operating fit for CVD. The Core Missions of FOB and CVD are very consistent. CVD is responsible for ensuring the safe travel of commercial vehicles on our state highways as well as protecting the infrastructure of our roadways. CVD officers and troopers are not only being asked to support FOB Core Mission areas, but remain primarily focused on the enforcement of size, weight, and load regulations and safety inspections. The job of the CVD officers and troopers remains critical to saving lives through enforcing commercial vehicle laws and regulations.



- A major consideration in traffic law enforcement is aggressive driving. The WSP previously implemented the ***Aggressive Driver Apprehension Team (ADAT)*** program to combat Washington's road rage and aggressive driving problem. To further educate the public and pursue problem areas, the WSP now provides a link on the WSP Web site for citizens to report specific complaints regarding drivers as well as problem areas where resources should be diverted to address aggressive driving complaints. If a specific driver cannot be contacted in person or by telephone, a letter is sent to that person explaining that they were reported as an aggressive driver. This letter provides tips on how to prevent aggressive driving and a warning, which is not recorded on the driver's record.
- Narcotics continue to be linked to many crimes in our modern society. The WSP utilizes teams called ***Serious Highway Crime Action Teams***, or SHCAT. The teams continue to be highly successful in apprehending DUIs and aggressive drivers and in detecting non-driving crimes such as narcotics trafficking and weapons violations. For the second quarter of 2005, SHCAT contacted 9,522 motorists (including 194 DUIs); 4,022 speed contacts; and 856 seat belt contacts.

**Taking a longer view:  
Agency 36-month rolling comparison  
(July 2002 – December 2003 versus January 2004 – June 2005)**

- **Outputs or Efficiencies**

- DUI arrests are up 8.7% (2,751)
- Speeding citations are down 0.4% (-2,786)
- Seat belt citations are down 12.6% (18,956)
- Seat belt compliance rates 95% (second best in the United States)
- Aggressive driving citations are up 10.6% (527)
- DRE evaluations are up 8.7% (2,751)
- Total traffic stops are down 5.1% (-99,268)
- Felony/misdemeanor drug arrests are up 2.6% (367)
- Commercial vehicle stops are up 4.9% (11,247)
- Commercial vehicle inspections are down -28.1% (-13,524)

- **Outcomes or Effectiveness**

- Commercial vehicle stops are up 4.9% (11,247)
- Total collisions are up 3.3% (1,827)
  - Total fatal collisions are down 25.4% (-95)
  - Total interstate fatalities are down 22.7% (-20)
  - Total state route fatalities are down 26.2% (-75)
- Total injury collisions are down 5.6% (-803)
  - Total interstate injury collisions are down 5.9% (-355)
  - Total state route injury collisions are down 5.3% (-448)

## Change

Effective July 1, 2005, the Field Operations Bureau implemented a redefined “Core Mission” that focuses on four elements: ***Traffic Law Enforcement, Criminal Interdiction and Terrorism Prevention, Collision Investigation, and Roadside Assistance***. Our focus is on ensuring that every traffic stop is a quality stop and officer safety and quality interaction and education with citizens are of utmost importance.

By bringing focus to looking beyond the traffic stop, we believe we can have a greater impact on addressing some of the crimes that have the most adverse impact on our quality of life. Washington State is in the top ten nationally in auto theft, identity theft, and methamphetamine. Moreover, we must also focus on indicators of terrorism activities if we are to prevent Washington from being victimized as other areas of the United States and other parts of the world have been.



The ***Management Services Bureau (MSB)*** is

responsible for management of all agency financial activities; preparation, justification, and allotment of the department's operating and capital budgets; fiscal notes on proposed legislation; human resource services to Washington State Patrol employees, the agency, and the public; comprehensive facilities management; performance of agency studies, research, revisions to manuals, performance measures, and regulation development; public records and records retention; purchasing and management of supplies; and management of the fleet of Washington State Patrol pursuit and other vehicles.

**Diane C. Perry, CPA**  
**Bureau Director**  
**Management Services**

## **Program Description**

The Training Division hosted a Media Day on April 26, 2005, highlighting the areas of Collision Investigation, Control/Defensive Tactics, Driving, and Firearms. The evaluators gave extremely positive ratings and remarks about the experience. Specifically, attendees acknowledged a much better understanding of the department's use of force policies, driver training, steps taken to conduct a collision investigation, and firearms training requirements for officers. Attendee remarks included: "The event helped me understand how quickly troopers must make life and death decisions," "the information will help in our reporting," "the training is harder than it looks," and "very eye-opening - I'm impressed."

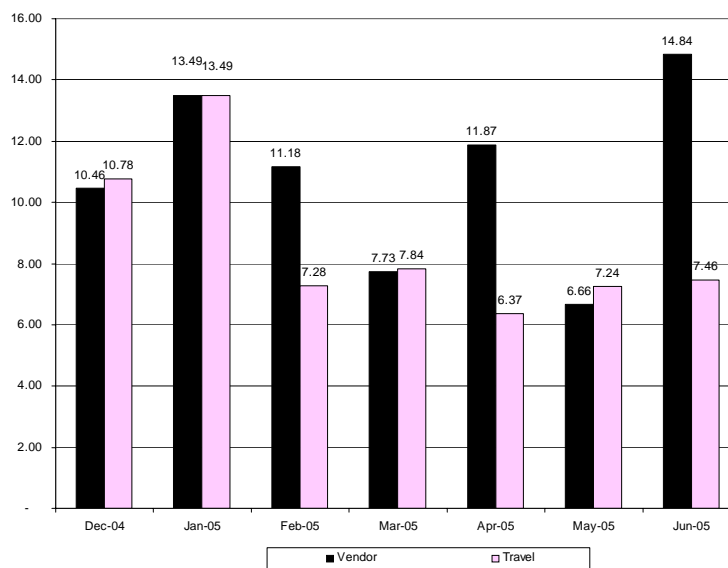


## Qualitative or Quantitative Measurement

Since January 2005, the Budget and Fiscal Services Division has made it a goal to reduce the cycle time for making travel reimbursements to employees to five business days or less (pink bars in chart). Prior to that date, it was averaging slightly more than 10 business days. In the past six months, the division has made good progress in making some improvements to the travel voucher payment process. In so doing, we have reduced the cycle time for travel reimbursement payments to about seven days.

We continue to strive for improvements to reduce the cycle time to five business days.

### Accounts Payable Cycle Time – Average Days



The black bars in the chart represent the cycle time for payments to commercial vendors, which are tracked separately from travel reimbursements to our own employees. The significant rise in June is due in part to the increase in the volume of vendor payments normally experienced at the end of the biennium (2003-05).

## Significant Accomplishments

The Human Resource Division's Diversity Awareness Training for Washington State Patrol employees was developed by a 13-member committee consisting of civil service and commissioned employees across agency programs. The training was provided in two pilot sessions to approximately 30 people in June/July 2005. As a result of positive feedback from training participants, the training will be implemented beginning August 2005 to all new employees and current employees in four districts. Developing and providing Diversity Awareness training using internal resources will save the agency in excess of \$23,000 by eliminating the need to contract with outside training organizations.

Budget and Fiscal Services provided information on changes to the Time and Activity System (TAS), which became effective on July 1, 2005, to accommodate the Personnel System Reform Act. Changes include use of employee's Unique Personnel Identifier number assigned by the Department of Personnel instead of Social Security numbers, activity codes for all types of leave changing to 9000 series, and new overtime codes created to accommodate provisions of new Collective Bargaining Agreements.